

***Jamon Brim v. Midland Credit Management, et al.***  
**Case No. 5:10-cv-0369-IPJ**

**Exhibit G**  
**BBB Complaint Activity Report**

**COMPLAINT ACTIVITY REPORT Case # 90066339****The Better Business Bureau**

**Consumer Info:** Brim, Jamon  
2225 Golf Rd SW Unit 106  
Huntsville, AL 35802  
2567727558235

**Business Info:** Dell Financial Services  
12234 N IH 35 # B  
Austin, TX 78753-1705  
877 663-3355

**Location Involved:** (Same as above)

**Consumer's Original Complaint:**

The account was paid on November 8 2004. The account # is [REDACTED]. Paid by check. I have sent the bank statement showing when the account was paid by fax to Dell Financial Services.

**Consumer's Desired Resolution:**

Correct this era and remove it from my credit report.

**BBB Processing**

10/07/2005 web BBB Case Received by BBB  
10/11/2005 jls BBB Case Reviewed by BBB- Dell  
10/11/2005 Otto EMAIL Send Acknowledgement to Consumer  
10/21/2005 WEB BBB RECEIVE BUSINESS RESPONSE : Dear Better Business Bureau Representative,

We are in receipt of a complaint from the above referenced customer, originally addressed to the Better Business Bureau. Please be advised that Dell Financial Services (DFS) finances computer equipment that is manufactured and sold by Dell Inc. (Dell). I am responding on behalf of DFS.

In his complaint Mr. Brim expresses concern regarding the a payment that was sent but not posted to his account.

DFS records indicate Mr. Brim is working with Angela with our Recovery Department. It shows that she is waiting for a Transactional Detail Report from Mr. Brim's bank in order to research the payment. Unfortunately nothing can be done until this information is received. We respectfully ask that Mr. Brim continue to work with Angela and provide her the necessary information needed, until the issue is resolved.

We regret any inconvenience this matter may have caused Mr. Brim and thank him for bringing this matter to our attention. It is our hope that the customer finds this resolution satisfactory. Please do not hesitate to contact us should the BBB or the customer need further clarification.

Sincerely,  
Esperanza Clouston  
Executive Services  
Dell Financial Services L.P.

10/24/2005 jls EMAIL Forward Dell's Response to Consumer

10/29/2005 WEB BBB BBB REVIEWS CONSUMER REBUTTAL TO BUSINESS RESPONSE : (The consumer indicated he/she DID NOT accept the response from the business.)

I have sent several bank statements and the problem still has not been resolved. I sent a statement with the banks letter head and still nothing happened. The bank stated that they did not know what a Transactional Detail report was but showed the payment on their end. The bank is Redstone Federal Credit Union in Huntsville, AL (256)327-1625

11/03/2005 jls MAIL Forward Consumer Rebuttal to Dell

11/04/2005 WEB BBB RECEIVED BUSINESS' REBUTTAL RESPONSE : Dear Better Business Bureau Representative, I am writing in response to the follow-up complaint of Mr. Brim. We appreciate the customer's desire to have his concerns addressed to his satisfaction. Please allow me to reiterate, DFS records indicate Mr. Brim is working with Angela with our Recovery Department. It shows that she is waiting for a Transactional Detail Report from Mr. Brim's bank in order to research the payment. Unfortunately nothing can be done until this information is received. We respectfully ask that Mr. Brim continue to work with Angela and provide her the necessary information needed, until the issue is resolved.

We regret any inconvenience Mr. Brim feels this may have caused.

It is our hope that the customer finds this resolution satisfactory. Please do not hesitate to contact us should the BBB or the customer need further clarification.

Sincerely,  
Esperanza Clouston  
Executive Services  
Dell Financial Services L.P.

11/04/2005 jls EMAIL Forward Final Response to Consumer

11/14/2005 WEB BBB CONSUMER REJECTS BUSINESS' FINAL OFFER : (The consumer indicated he/she DID NOT accept the response from the business.)

No one has contacted me again. I have sent them several copies of my bank statements with a letter head, and still this matter has not been corrected.

11/15/2005 BBB BUREAU JUDGED COMPLAINT AJR-DELL : Consumer must work with recovery department

11/15/2005 Otto EMAIL Inform Consumer - Case ADMINISTRATIVELY CLOSED

11/15/2005 Otto BBB Case ADMINISTRATIVELY CLOSED